

Problem Resolution Report

CoSD Contract No. 554833 MyRequest Replacement Fee Change ES/CoSD 032



Date: March 27, 2018

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement by and between the County of San Diego ("County") and Enterprise Services LLC, a DXC Technology Company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties") with Effective Date November 15, 2016 ("the Agreement"), agreement is reached on the Effective Date shown below.

Issue or Problem:

1. Section 8.3.1. of Schedule 4.3-1 of the Agreement provides as follows:

"Special Cross Functional Projects - Replacement of myRequests

During the Cross Functional Transition, Contractor shall replace the myRequests Service Request system with the Service Catalog and Request Manager that comes pre-integrated with HPE Service Manager. Because this migration takes longer than the Service Portal implementation, during the initial deployment of the Service Portal, the Service Portal shall be linked (using a front page tile or from the "Links" tile, at the County's discretion) to the myRequests system, and Contractor shall maintain myRequests following Contractor's processes, while the new request manager/service catalog functionality is being configured. Once the new Request Manager system is ready, and End-User training has taken place, Contractor shall disengage the link to myRequests and bring Request Manager online."

2. The Parties agree that the replacement of myRequest will not be completed within the Cross Functional Transition.

Resolution:

- 1. The parties agree that the Replacement of myRequest, as described in Section 8.3. of Schedule 4.3-1 of the Agreement, is removed from the scope of the Transition Special Cross Functional Projects.
- 2. The parties agree that the one-time cost for the "EUA/Propel/HPSM Catalog Replacement" in the amount of \$348,836, as set forth in Exhibit 16.1-2 Resource Unit Price Decomposition, is reduced to \$198,761 to be paid at the completion of Cross Functional Transition.
- 3. The Parties agree that the difference between the original one-time cost (\$348,836) and adjusted one-time cost (\$198,761) in the amount of \$150,075 is the firm fixed price for the replacement of myRequest and will be paid when Contractor completes the replacement of myRequests.



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4. The parties agree that the total fee associated with Transition Services - Cross Functional Service Framework is reduced from \$5,725,497.51 to \$5,575,422.51, to reflect the reduction of "EUA/Propel/HPSM Catalog Replacement" one-time cost.

	Schedule 16.1, Exhibit 16.1-1, and Exhibit16.1 per Attachment 1 and 2 and 3 to this PRR.	-2 are am	ended to reflect the fee reduction as
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the imp	resolution of the issue or Problem as described Parties' actions under the Agreement until lemented in accordance with the terms of to olution Report shall be deemed superseded and	a forma	al amendment of the Agreement is ement, at which time this Problem
tern	other terms and conditions of the Agreement remains and conditions set forth in the Agreement cated, the terms used herein shall have the same	t shall co	ontinue to apply. Unless otherwise
thei	WITNESS WHEREOF, The Parties hereto, in authorized representatives and delivered this ten above.		
CO	DUNTY OF SAN DIEGO	ENTEI	RPRISE SERVICES, LLC
Ву	for Sh Coso	By:	conservan
Na	me: John M. Pellegrino	Name:	Cathy Varner
Tit	Director, Department of Purchasing and Contracting	Title:	Director, USPS - Civil State and Local
Da	ite: Yulvo	Date:	March 27, 2018

PRR 032 - MyRequest Replacement Fee Change - Attachment 1 Exhibit 16.1-1 - Resource Unit Price Summary

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PE E E		 -		n/a
				n/a
RELEGION DE PERSONNE DE PERSON				n/a
TOTAL Tree				n/a
Baseline. Amera Pec				\$ 5,575,422.51
RUFer Periods bandi				5,575,422.51
Baseline Volumes curract Veuer		·		-
fessurement Welfrad (free				Specific
Bindle N				
Precing Mottod			Fixed Fee	Per Unit
United				Milestone
*Reference				Schedule 2.1
Remotee Unit	Transition Services -	Cross Functional	Services	Framework

PRR 032 - MyRequest Replacement Fee Change - Attachment 3 Exhibit 16.1-2 - Resource Unit Price Decomposition

TRANSITION SERVICES - CROSS FUNCTIONAL SERVICES FRAMEWORK

ONE-TIME COST

Jogg Today					
Labor Category	# of Hrs.	Fe		Total	
Reporting Analytics Implementation	5,371	\$	137.65	\$	739,318
Disaster Recovery Plans (all frameworks)	2,825	\$	112.94	s	319,012
PKI implementation	3,531	\$	133.78	\$	472,354
Project Management	6,117	\$	125.54	ş	767,942
Implementation of new security requirements	216	\$	133.78	s	28,880
APM Professional Services - Consulting for installation and configuration	11	\$	1,416,504.06	s	1,416,504
Reporting Center Install	H	43	1,793.92	s	1,794
EUA/Propel/HPSM Catalog Replacement	2,216	ş	89.71	\$	198,761
Peoplesoft Integration with OIM - Phase 1	x	\$	173.84	s	*
2.18.2.2 - Service/Identity Provider	400	\$	178.40	s	71,360
2.18.2.3 - IAM Plan	41	ş	177.13	s	7,262
2.18.2.5 - IAM Workflow automation	6,852	٠Ş.	179.35	ş	1,228,874
2.18.2.10 - Review & manage user privileges (develop report)	408	\$	178.15	٠¢	72,685
2.18.2.13 - Monthly Report Changes	480	\$	178.29	s	85,581
IAM Transition Project Manager	1,476	\$	87.72	s	129,479
				vs.	5,539,807

	Hardware (HW)	e (HW)	
			Total One-Time
ttem or RU	Quantity	Quantity Cost or RU Cost	
Reporting Center Har	Т	\$ 22,011	\$ 22,011
			٠ \$
			· \$
	-		
			\$ 22,011

	Software (SW)	(MS		
			Total One-Time	ue ue
Item	Quantity	Fee	Cost	
Business Intelligence SQL	П	\$ 11,463	ş	11,463
WinSvr Std.	Н	\$ 1,177	Ş	1,177
Reporting Center Softwar	1	\$ 965	\$	965
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			\$ 13	13,605

PRR 032 -MyRequest Replacement Fee Change - Attachment 2 Exhibit 16.1-2 - Resource Unit Price Decomposition

		See Transition-Cross Functional tab for 22,010.50 details.	See Transition-Cross Functional tab for 13,605.30 details.	See Transition-Cross Functional tab for 0 details.
		22,010.5	13,605.3	See Tra 5,539,806.70 details.
		↔	↔	6-5
	5,575,422.51			
		Hardware	Software	Labor
Fixed Fee	Per Unit			
	Milestone			
	Schedule 2.1			
Transition Services - Cross	Functional Services Framework			